

Legal Ombudsman

# Remedies and Learning from Complaints for lawyers

The logo for the Legal Ombudsman features the word "LEGAL" in a bold, red, sans-serif font. A red, cursive flourish starts from the top of the letter "L" and loops over the "E" and "G". Below "LEGAL", the word "OMBUDSMAN" is written in a black, all-caps, sans-serif font.  
LEGAL  
OMBUDSMAN

## Course overview

<b>Course title:</b>	Remedies and Learning from Complaints
<b>Tuition hours:</b>	Four hours
<b>Purpose:</b>	We will be discussing common complaints that we see and how these could be prevented. In addition to this, we will look at some of the common issues that lawyers face when handling complaints and using case studies to look at some of these. The course will also focus on the importance of complaints and what can be learnt from analysing the root cause of these. We will consider first tier complaints processes and remedies, including the role that an apology can play.
<b>Cost:</b>	No cost

## Course details

### 1 Aims and learning outcomes

- Overview of our processes/approach to complaint handling
- What our statistics are telling us
- Focus on first tier and case fees
- Complaints as opportunities
- Service recovery and remedying complaints
- The power of an apology

### 2 Who the course is for?

The course is suitable for all legal service providers within the Legal Ombudsman's jurisdiction.

Minimum course numbers will be set in order for the course to go ahead.

### 3 Presenters

Our courses are usually delivered by a member of our Ombudsman team in partnership with members of our operational staff.

### 4 Methodology

The course is designed to be as interactive as possible, using case studies/Q&As to illustrate our work where possible.

## How to register

To register for the course please complete the registration form and send to:

Email: [courses@legalombudsman.org.uk](mailto:courses@legalombudsman.org.uk)

Telephone: 0121 245 3187